

April, 2006

**Attention:** <State Coordinator Name>

To accommodate the demand for telephone numbers, the 424 area code is being added to the area served by the 310 area code. The new 424 area code will serve customers in the same geographic region as the current 310 area code, which includes the Westside and South Bay area of Los Angeles County and a small portion of Ventura County.

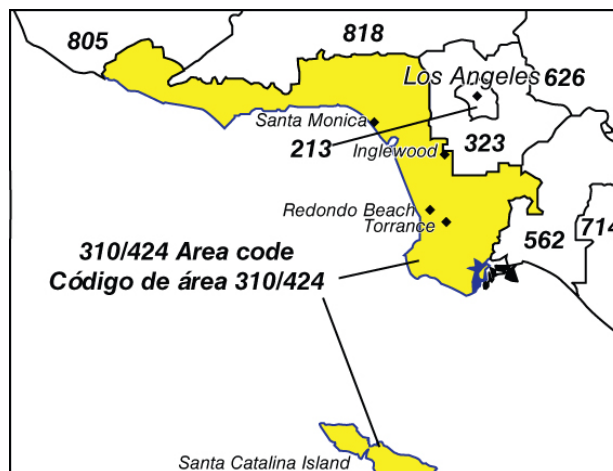
***What is an area code overlay?***

An overlay is the addition of another area code (in this case 424) to the same geographic region as an existing area code (310). An overlay does not require customers to change their existing area code.

***How does this affect providers of Public Safety Answer Points (PSAPs)?***

As a result of the overlay, a new dialing procedure requires callers to dial 1 + area code + telephone number. This means that all calls in the 310 area code that are currently dialed with seven digits will need to be dialed using 1 + area code + telephone number.

All PSAP equipment, such as speed dialers, located in the 310 area code and programmed to dial only seven digits must be updated or reprogrammed to dial 1+ area code + telephone number for all calls in the 310/424 area code.



***When will the change take place?***

- Beginning July 26, 2006, customers **must** use the new dialing procedure for all calls. After this date, if customers do not use the new dialing procedure, calls will not be completed, and a recording will instruct them to hang up and dial again.
- Between now and July 26, 2006, customers should practice using the new dialing procedure (1 + area code + telephone number) when placing calls from the 310 area code. If customers forget and use the old dialing procedure of dialing just seven digits, calls will still be completed.
- Reprogramming of PSAP equipment/systems should now be underway and should be completed before July 26, 2006. During this period, either the old or new dialing procedure can be used to complete calls. **All PSAPs must make their programming changes prior to July 26, 2006.**
- To enable you to verify that equipment can complete calls to the new area code, a special test number is available. This test number, (424) 424-0424, will remain active through September 26, 2006.
- Starting August 26, 2006, new telephone lines or services may be assigned numbers with the new 424 area code.

***What will remain the same?***

The price of a call, coverage area, or other rates and services will not change due to the overlay, and what is a local call now will remain a local call regardless of the number of digits dialed. Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611 and 711.

Questions about the dialing procedure change should be directed to your local service provider. Information about the overlay is also available at [www.cpuc.ca.gov/310overlay](http://www.cpuc.ca.gov/310overlay).

Sincerely,